

Office of Facilities and Administrative Services

Top Goals for 2015

1. **Wow the Customer !!**

- ♦ Communicate and collaborate with our customers; includes Customer Communication Forums (CCF) and an OFAS Open House
- ♦ Provide initial response to non-emergency phone calls and emails within 4 hours
- ♦ Provide professional, courteous, accurate and timely information to customers

2. **Recognize and Reward Employees to Celebrate Successes:**

- ♦ Public Recognition; Time-Off; Cash Awards

3. **Identify and Implement Improved Business Processes:**

- ♦ Enhance capabilities on the OFAS website to eliminate paper request forms from customers
- ♦ Develop workers' compensation guide and training sessions
- ♦ Develop social media and OFAS calendar of events for communicating to customers
- ♦ Implement the automated system for reserving conference rooms in the MIB / SIB

4. **Communicate and Collaborate Effectively with Staff and Encourage the Sharing of Creative Solutions:**

- ♦ Staff Meetings; OFAS All-Hands Meetings; Be Open

5. **Provide Strong Contract Management and Ensure Contractors Reflect Positively on OFAS:**

- ♦ COR oversight must include affirmation of OFAS' commitment to customer service excellence
- ♦ Develop office-wide framework and guidelines for contractual processes and vehicles
- ♦ Develop and implement COR and invoice management training sessions

6. **Manage and Control Costs in an Efficient Manner in Collaboration with the Office of Budget (POB)**

7. **MIB Modernization:**

- ♦ Coordinate construction activities and schedules with GSA; ensure project is on schedule
- ♦ To achieve maximized use of space, facilitate the Library / Museum studies; get decisions from leadership
- ♦ Relocate the MIB Health Unit and provide a state-of-the-art facility and operations

8. **Customer Surveys – Complete Initial Surveys and the Gathering of Baseline Data:**

- ♦ Facilities; Parking; Mail Services; Moving Services

9. **Focus on Innovative Solutions for Energy, Safety, and Sustainability Initiatives:**

- ♦ Simplify the recycling and composting programs to generate greater adoption & diversion
- ♦ Implement and manage the MIB Energy Savings Performance Contract (ESPC)

Deliver an Exceptional Customer Experience